

PATENT
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANTS : BROWN, et al.
SERIAL NO. : Unassigned
FILING DATE : Herewith
FOR : CORRELATING INFORMATION BETWEEN INTERNET AND
CALL CENTER ENVIRONMENTS
GROUP ART UNIT : 2123 (anticipated)
EXAMINER : W. Thomson (anticipated)

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

PRELIMINARY AMENDMENT

SIR:

Preliminary to examination of the above-identified application, please amend the application as follows:

IN THE SPECIFICATION:

Please insert the following section after the title as follows:

-- Cross-Reference to Related Patent Application

This patent application is a continuation of U.S. Application Serial No. 08/702,306, filed August 23, 1996 entitled CORRELATING INFORMATION BETWEEN INTERNET AND CALL CENTER ENVIRONMENTS which is incorporated herein by reference. --

IN THE ABSTRACT:

Please replace the Abstract with the following:

- - Coordination of information at the network-based level between call centers connectable over a telecommunications network, such as the telephone network, and a packet network, such as the Internet, creates improved integration of and bonding between a customer's interaction with a Web site and with a call center. Information about the customer and the customer's Web interaction are delivered to the call center agent along with the call, leading to increased productivity and efficiency in call handling as well as improved call routing. Calls may be routed to existing call centers based upon information from the Web experience, and information from the user's Web interaction is shared with the call center. Web interaction information is passed to existing call centers using known call center external control methods, such as DNIS signaling. Information about the Web experience may also be "whispered" to the call center agent, and an agent may "push" Web pages for review by the customer. As a result, customer acquisition and sales tools more powerful than a mere click-to-callback tool can be made available with a combined marketing approach using the Web and call centers. - -.

IN THE CLAIMS:

Please cancel claim 1-38 without prejudice to or disclaimer of the underlying subject matter, and replace them with new claims 39-52.

--39. (NEW) A method of correlating information between a call center associated with a subscriber and a packet network linked in an interactive communication session with a user, comprising:

receiving over the packet network at a network service platform information corresponding to at least one characteristic of the interactive communication session;

communicating by the network service platform information corresponding to at least one characteristic of the interactive communication session to the call center over a telecommunications network;

based on the at least one characteristic, establishing a telecommunications session between the user and the call center over the telecommunication network;

receiving a page push signal at the network service platform, the page push signal corresponding

to at least one of a plurality of web pages; and

pushing the at least one of the plurality of web pages corresponding to the page push signal to the user during the interactive communication session.

40. (NEW) The method according to claim 1, wherein establishing the telecommunications session between the user and the call center comprises:

establishing a first call to the call center;

establishing a second call to the user; and

bridging the first call with the second call so that the telecommunications session between the user and the call center over the voice network can be established.

41. (NEW) The method according to claim 1, wherein the at least one characteristic of the interactive communication session includes at least one of an identity of the subscriber and a subject matter associated with the interactive communication session.

42. (NEW) The method according to claim 1, wherein receiving information over the packet network includes receiving information transmitted over the packet network using a uniform resource locator (URL).

43. (NEW) The method according to claim 1, wherein communicating the information corresponding to at least one characteristic of the interactive communication session, comprises:

transforming the information into a form suitable for placing a call over the telecommunications network to the call center, the call being routable by the call center in accordance with the information corresponding to at least one characteristic of the interactive communication session.

44. (NEW) The method according to claim 5, wherein transforming the information into a form suitable for placing a call over the telecommunications network, comprises:

using a database containing at least one entry for information corresponding to at least one characteristic of the interactive communication session and at least one entry corresponding to a communications number for the call center.

45. (NEW) The method according to claim 6, wherein the at least one entry corresponding to a communications number for the call center includes a dialed number identification service (DNIS) code.

46. (NEW) The method according to claim 6, wherein the at least one characteristic of the interactive communication session includes at least one of an identity of the subscriber and a subject matter associated with the interactive communication session.

47. (NEW) The method according to claim 5, wherein transforming the received information into a form suitable for placing a call over a telecommunications network to the call center, comprises:

transforming the received information into a dialed number identification service (DNIS) code.

48. (NEW) The method according to claim 1, wherein communicating the information corresponding to at least one characteristic of the interactive communication session, comprises:

sending audio signals representing the information to the call center.

49. (NEW) The method according to claim 10, wherein sending audio signals representing the information to the call center comprises:

transforming the information into audible sounds; and

playing the audible sounds over a telecommunications connection established with the call center.

50. (NEW) A method of correlating information between a call center associated with a subscriber and a packet network linked in an interactive communication session with a user, comprising:

receiving over the packet network at a network service platform information corresponding to at least one characteristic of the interactive communication session;

communicating by the network service platform information corresponding to at least one characteristic of the interactive communication session to the call center over a telecommunications network;

based on the at least one characteristic, establishing a telecommunications session between the user and the call center over the telecommunication network; and

pushing at least one web page to the user during the interactive communication session based

on an interaction between the network service platform and the call center while the telecommunications session between the user and the call center is being established.

51. (NEW) The method of claim 12, wherein establishing the telecommunications session between the user and the call center comprises:

establishing a first call to the call center;

establishing a second call to the user; and

bridging the first call with the second call so that the telecommunications session between the user and the call center over the voice network can be established.

52. (NEW) The method according to claim 12, further comprising:

receiving a page push signal at the network service platform, the page push signal corresponding to at least one of the plurality of web pages; and

pushing the at least one of the plurality of web pages corresponding to the page push signal to the user during the interactive communication session.--

REMARKS

It is respectfully submitted that, in view of the foregoing amendments and remarks, the application is in condition for allowance. Reconsideration, withdrawal of all grounds of rejection, and issuance of a Notice of Allowance is earnestly solicited.

The Patent Office is hereby authorized to charge any additional fees or credit any overpayments under 37 C.F.R. §1.16 or §1.17 to Deposit Account No. 11-0600.

Respectfully submitted,

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